



**Health Services**  
LOS ANGELES COUNTY

Los Angeles County  
Board of Supervisors

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First District

**Mark Ridley-Thomas**  
Second District

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Third District

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Fourth District

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**Mitchell H. Katz, M.D.**  
Director

**Hal F. Yee, Jr., M.D., Ph.D.**  
Chief Medical Officer

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[www.dhs.lacounty.gov](http://www.dhs.lacounty.gov)

*To ensure access to high-quality,  
patient-centered, cost-effective  
health care to Los Angeles County  
residents through direct services at  
DHS facilities and through  
collaboration with community and  
university partners.*

March 21, 2012

**TO:** Supervisor Zev Yaroslavsky, Chair  
Supervisor Gloria Molina  
Supervisor Mark Ridley-Thomas  
Supervisor Don Knabe  
Supervisor Michael D. Antonovich

**FROM:** Mitchell H. Katz, M.D.  
Director

**SUBJECT: REQUEST TO EXECUTE A NEW INFORMATION  
TECHNOLOGY SUPPORT SERVICES MASTER  
AGREEMENT (ITSSMA) WORK ORDER AND AMEND  
AN ITSSMA WORK ORDER FOR HELP DESK  
TECHNICAL SUPPORT -- DEPARTMENT OF  
HEALTH SERVICES**

This is to advise you of my intent to request the Internal Services Department (ISD) to: (1) execute a new ITSSMA Work Order for three Consultants for one year; and (2) amend ITSSMA Work Order No. 04-828 with Unified Technical, Inc. to extend the Period of Performance for one year from March 31, 2012 to March 31, 2013 and to increase the maximum Work Order amount from \$297,488 to \$376,832 with no change in the hourly rates. These Work Order requests are to provide Help Desk technical support for the Department of Health Services (DHS).

In accordance with ITSSMA guidelines, prior notice to your Board is required for projects that will exceed \$300,000. These two ITSSMA Work Orders, and an additional expired Work Order related to this project, exceed this threshold amount. (See Attachment A.)

**BACKGROUND**

The DHS, Information Technology, Technology Services Delivery Division (ITSDD) maintains numerous desktop computer workstations and currently provides computer support to 1,200 users at five DHS sites including the DHS headquarters. The subject Work Orders provide contract staff to augment County staff in providing this support.

**JUSTIFICATION**

This request for a new Work Order and an amendment to Work Order 04-828 are necessary due to the lack of sufficient Information

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Technology (IT) support employees to support the 1,200 users at the five DHS sites. In addition, IT items are currently not available to hire the needed staff.

DHS recognizes the need to reduce the long-term dependence on ITSSMA contractors and is preparing a transition plan to eliminate the need for these Work Orders. DHS will not request any additional amendments to extend the term or increase the funding for these Work Orders.

### **SCOPE**

The scope of work under the two Work Orders includes the following:

- **Network Client Support** – Assists with system upgrades, patch testing and installation, troubleshooting, hot fixes and application support. Creates, deletes, and maintains user accounts for enterprise applications and assists end-users with problems.
- **Desktop Software Support** – Software installation, configuration, troubleshooting and repair for Novell GroupWise, Novell Zen Works, Microsoft Office, Microsoft Visio, Microsoft System Center, Microsoft Active Directory, Adobe Acrobat, and other applications as needed. Assists with testing of new software components, escalation of issues through the service desk, and documents issues and resolutions using work order tracking software.
- **Desktop Hardware Support** – Hardware installation, configuration, troubleshooting, and repair of desktop computer systems, and peripheral devices including printers, CD-ROM drives, DVD drives, handheld systems, scanners, etc.
- **Evaluate New Products and Service** – Evaluates, tests, and provides detailed reports and recommendations on new hardware applications and services.
- **Mentoring and Knowledge Transfer** - Works with DHS technical staff and facilitates the transaction of support responsibilities to DHS technical staff.

### **FINANCIAL IMPACT**

The maximum obligation for the new Work Order is expected to be approximately \$294,408. The current maximum obligation for Work Order 04-828 is \$297,488, with a proposed increase of \$79,344, and for a revised total Work Order maximum obligation of \$376,832. The funds for these Work Orders are currently in the Fiscal Year 2011/2012 Health Services Administration operating budget and have been requested in the Fiscal Year 2012/2013 budget.

**CLOSING**

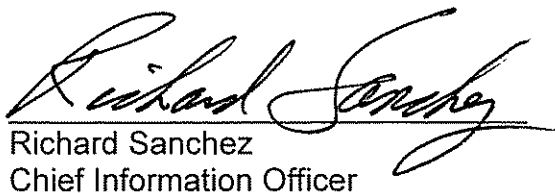
Consistent with ITSSMA policies and procedures, we are informing your Board of our intention to execute a new Work Order and amend Work Order No. 04-828. If no objection is received from your Board within ten business days upon receipt of this Board notification, we will request ISD to proceed with the execution of the new Work Order and with the Amendment of Work Order No. 04-828.

If you have any questions or require additional information, please let me know or your staff may contact Kevin Lynch, DHS Chief Information Officer, at (213) 240-8128.

MHK:lr

c: Chief Executive Office  
County Counsel  
Executive Office, Board of Supervisors  
Chief Information Office  
Internal Services Department

**REVIEWED BY:**

  
Richard Sanchez  
Chief Information Officer

3-30-12  
Date

## ATTACHMENT A

## RELATED ITSSMA WORK ORDERS FOR HELP DESK TECHNICAL SUPPORT

<b>Work Order No. *</b>	<b>Description of Work</b>	<b>Start Date</b>	<b>End Date</b>	<b>Work Order Amount</b>
04-815 (was originally N04-0626)	Two consultants to provide help desk support.	10/01/2007	10/31/2011	\$299,890.00
04-740 (was originally N04-0514)	One consultant to provide desktop technical support.	03/07/2006	11/30/2011	\$381,431.00
04-770 (was originally N04-0566 and tied to N04-0556)	Three consultants to provide desktop technical support.	9/28/2006	7/31/2012	\$299,999.00
04-828 (was originally N04-0645)	Two consultants to provide desktop technical support.	09/19/12	03/31/13 (this includes the proposed Amendment request)	\$376,832.00 (this includes the proposed Amendment request)
New Work Order	Three consultants to provide desktop technical support.	TBD	One Year	\$294,408.00
<b>GRAND TOTAL</b>				<b>\$1,652,650.00</b>

\* All Work Orders were competitively bid under ITSSMA.